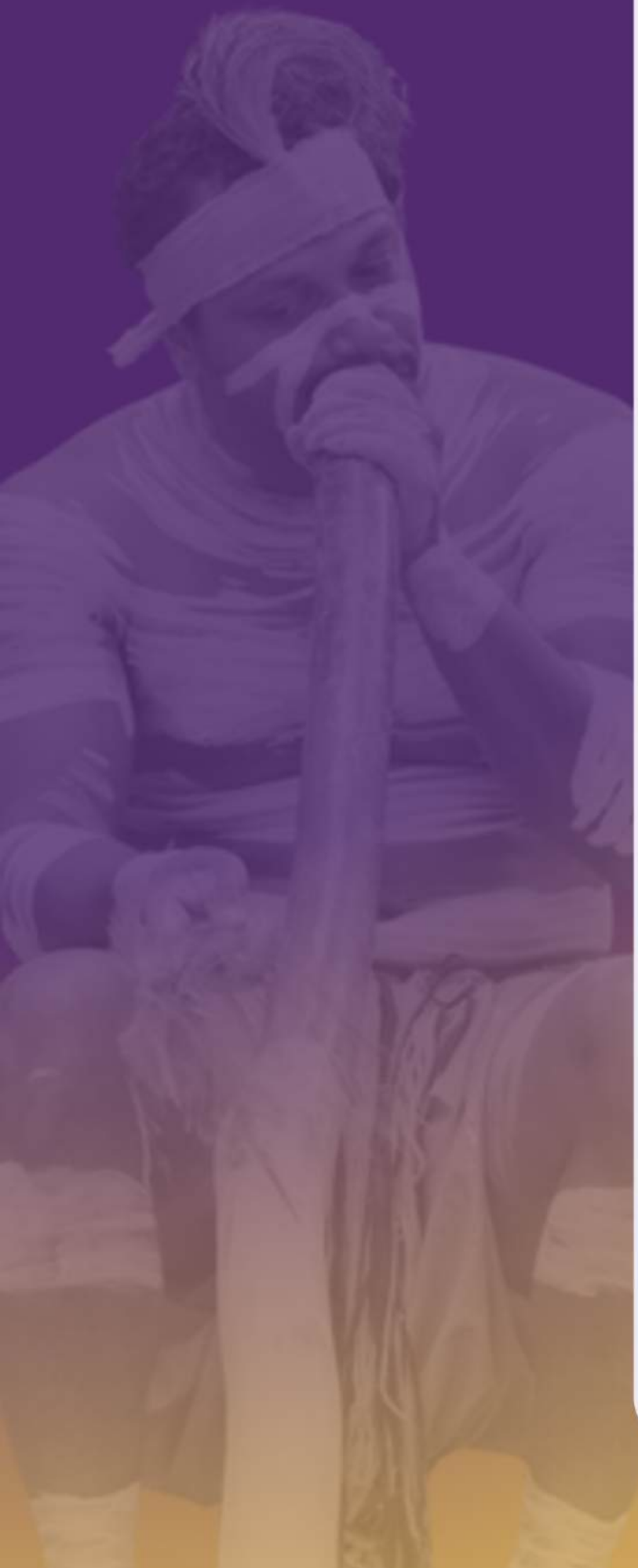
Priority PLUS CARE

Capability Statement

Community Connected Disability Support & Home Care

Supporting individuals, families and communities across Regional NSW through disability support, home care, cultural connection and community participation.

prioritypluscare.org.au



Acknowledgement

The Priority Plus Care acknowledges the Traditional Owners and Custodians of the lands on which we live, work, and travel.

We recognise Aboriginal and Torres Strait Islander peoples as the First Nations and Traditional Custodians of this country.

We pay our respects to Elders past, present, and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We acknowledge the deep connection of First Nations peoples to land, waters, and culture, and we recognise the importance of maintaining a strong sense of identity and belonging.

To explore ways to get involved, simply scan the code or visit https://prioritypluscare.org.au/

Table of Contents

Acknowledgement 01

About Us

Who We Are 04
Focus Area 05
Our Vision & Values 06
Mission & Objectives 07

Our Services & Community Support

Our Community Ecosystem 09
A Safe Place to Connect 10
Stronger Together Through Partnership 11
What's Next for Priority Plus Care 12
Investing In The Next Generation 13
Support Beyond Funded Hours 14
Practical Support for Everyday 15

Our Impact

A Trusted Community Partner 16
Working Together for Better Outcomes 17
Local Presence. Regional Reach 18
Our Commitment to UN Sustainable Goals 19

Getting Started

Getting Started is Simple 21

Priority PLUS CARE

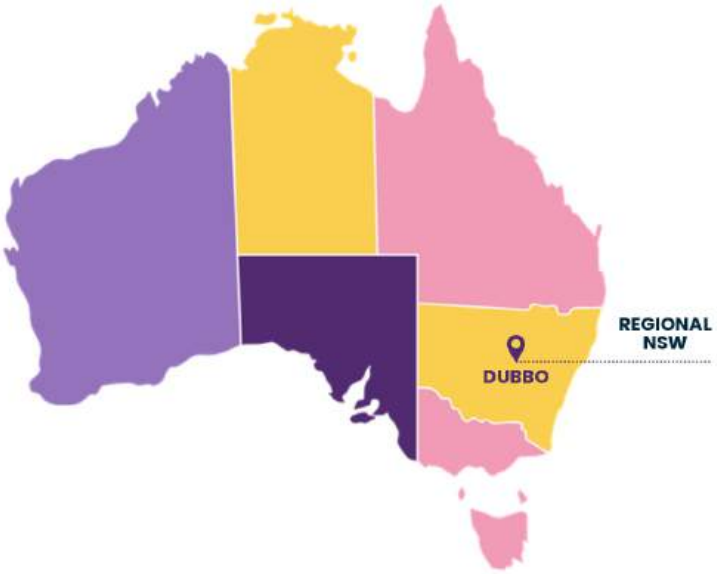
About Us

Who We Are

Priority Plus Care is a community-owned organisation delivering disability support and home care services across Dubbo and Regional New South Wales.

We believe great support is about more than meeting daily needs. It is about helping people stay connected to their community, maintain independence and build meaningful lives.

Our approach combines practical support with community connection, cultural engagement and strong local partnerships to create positive outcomes for individuals, families and communities.



Priority Plus Care Community Services is a ACNC registered charity

Connected to the Community Hub, Oyster Tribe Aboriginal Corporation (OTAC) and the Regional & First Nations Community Foundation (RFNCF), we are part of a broader ecosystem that strengthens participation, wellbeing and belonging across regional communities.

At Priority Plus Care, we are committed to supporting people with respect, dignity and genuine care, helping them feel safe, included and connected to the communities they call home.

Focus Areas

First Nations Inclusion

Priority Plus Care works alongside Aboriginal communities, Elders, community organisations and local partners to support culturally safe, inclusive and accessible services across Regional NSW.

Through our partnership with Oyster Tribe Aboriginal Corporation (OTAC), we help create opportunities for cultural connection, community participation and meaningful support pathways that strengthen wellbeing, belonging and positive outcomes.

Regional NSW Inclusion and Program Delivery

Priority Plus Care is proudly regional, with a strong foundation in Dubbo and the Far West Orana region.

By building strong local relationships and maintaining a deep connection to the communities we serve, we help individuals and families access support, participate in community life and achieve meaningful outcomes across Regional NSW.

Advocacy for People with Disabilities

Priority Plus Care is committed to helping people with disability access the support, services and opportunities they need to live independently and participate fully in community life.

We work alongside individuals, families and community partners to promote inclusion, strengthen participation and support positive outcomes across Regional NSW.

Our Vision & Values

Our vision is to build stronger regional communities where people are connected to support, community and opportunities that help them live meaningful and fulfilling lives.

Our core values are respect, inclusion, connection, integrity and community. These values guide how we support individuals, work with families and partners, and help create stronger outcomes for the communities we serve.

Compassion

We are committed to fostering communities where people feel valued, supported and connected to the opportunities that help them thrive.

Inclusivity

We believe everyone deserves to feel welcomed, respected and connected, with opportunities to participate fully in their community.

Empowerment

We empower individuals to build confidence, strengthen independence and create meaningful opportunities for their future.

Excellence

We are committed to delivering quality support with professionalism, integrity and a focus on achieving meaningful outcomes.

Collaboration

We value strong partnerships and open communication, working together to create better outcomes for individuals, families and communities.

Community Engagement

We believe meaningful connections strengthen communities, creating opportunities for people to participate, belong and thrive.

Mission & Objectives

Priority Plus Care exists to help people live meaningful, connected and independent lives.

Through quality support, community participation and strong local partnerships, we work to strengthen wellbeing, promote inclusion and create positive outcomes for individuals, families and communities across Regional NSW.

Community Empowerment

Strengthen community connections and local partnerships that promote inclusion, participation and stronger outcomes for individuals, families and communities.

Enhancing Impactful Care

Provide personalised support that promotes independence, participation and positive outcomes for individuals and families across Regional NSW.

Advocacy and Awareness

Encourage inclusive communities by promoting participation, connection and access to support for people of all backgrounds and abilities.

Innovation in Service Delivery

We are committed to continually improving our supports, partnerships and community impact to create better outcomes for individuals, families and communities.

Sustainable Growth

Build strong foundations that enable Priority Plus Care to create lasting impact for individuals, families and communities across Regional NSW.

Priority PLUS CARE

Our Services & Community Support

Our Community Ecosystem

Supporting Better Outcomes Through Community Infrastructure

Strong support does not happen in isolation.

At Priority Plus Care, we believe better outcomes are achieved when people are connected not only to services, but also to community, culture, local partnerships and opportunities for participation.

That is why we operate as part of a broader regional ecosystem designed to strengthen individuals, families and communities.

Why This Approach Matters

Most support services focus only on the hours of care delivered.

More Than Support Services

By connecting support community, culture and local partnerships, we help create opportunities for greater participation, stronger relationships, increased confidence and improved wellbeing.

Regional & First Nations Community Foundation
Governance & Leadership

Providing governance oversight, instituitional support and community development leadership.

Oyster Tribe Aboriginal Corporation (OTAC)
Culture & Connection

Supporting cultural connection, community engagement and culturally informed programs.

Community Hub, Dubbo
Participation & Belonging

Creating a welcoming space for community participation information, events and local connection.

Priority Plus Care
Support & Care

Delivering disability support, home care and person-centered services across regional communities.

Participants & Families
At the Centre

At the centre of everything we do.

> When community, culture and care work together, stronger outcomes become possible.

A Safe Place to Connect

Strong communities are built through connection.

The Community Hub Dubbo provides a welcoming space where individuals, families and community members can connect, participate and access local support.

More than a physical location, the Hub creates opportunities for belonging, community participation and wellbeing.

Community Connection

The Community Hub brings people together through shared experiences, local activities and meaningful engagement.

Whether attending an event, accessing information or connecting with others, the Hub provides a place where people feel welcome, valued and supported.

Why Community Spaces Matters?

The Community Hub creates opportunities for connection, participation and access to local support, helping strengthen wellbeing and community engagement.

What The Community Hub Offers

Community Activities

Encouraging social connection and community participation.

Family Engagement

Creating opportunities for families to connect and participate.

Information & Referrals

Connecting people with local services and support.

Community Events

Bringing people together through local activities and workshops.

Cultural Activities

Supporting cultural learning, identity and community connection.

Safe & Inclusive Environment

A welcoming space where everyone feels included and valued.

> A strong community begins with a place where people feel they belong.

Stronger Together Through Partnership

Priority Plus Care works alongside trusted organisations that share our commitment to creating stronger outcomes for individuals, families and communities across Regional NSW.

Why These Partnerships Matter?

When organisations work together, communities benefit.

These partnerships help create stronger pathways to support, community participation, cultural connection and opportunities that contribute to long-term wellbeing and positive outcomes.

These partnerships help strengthen community connection, cultural engagement, service access and long-term community impact.

Providing governance support, community development leadership and strategic initiatives that help build stronger, more sustainable regional communities.

Supporting community development, social impact initiatives and projects that strengthen participation, inclusion and opportunities across regional communities.

Supporting cultural connection, community engagement and opportunities that strengthen identity, belonging and participation for First Nations individuals, families and communities.

Creating positive community impact through charitable initiatives, collaborative partnerships and programs that strengthen connection, participation and wellbeing.

What's Next for Priority Plus Care?

The Focus for 2026–2036

Over the next decade, Priority Plus Care will continue building stronger connections between **people, support and community.**

Our focus is on creating opportunities for individuals and families to feel included, supported and empowered to live **meaningful lives.**

Through local partnerships and community-led initiatives, we are helping shape a future where everyone has the opportunity to **belong and thrive.**

Investing In The Next Generation

Strong communities are built by investing in young people

We help create opportunities that empower young people to connect, participate and thrive. Our vision is to support stronger futures through belonging, confidence and community connection.

A Vision for Community Connection

Every young person deserves opportunities to learn, connect and thrive.

The Youth Hub vision supports:

- Confidence and self-belief
- Identity and belonging
- Community participation
- Mentoring and guidance
- Life skills development
- Social connection

Creating Safe Spaces

Safe community spaces help young people connect, participate and thrive.

Through community activities and cultural learning opportunities, they can develop confidence, resilience and meaningful connections.

CONNECT. GROW. LEARN . THRIVE.

Why this matters?

When young people feel connected, they are more likely to thrive.
Strong communities are built by investing in connection and participation.

> When young people are connected, communities become stronger.

Support Beyond Funded Hours

Great support is about more than delivering services.

While practical assistance plays an important role, lasting outcomes are often achieved when people feel connected, included and supported within their community.

At Priority Plus Care, we believe individuals thrive when support is combined with opportunities for participation, connection and belonging.

Our Approach

We take a whole-of-person approach to support.

By connecting disability support and home care services with community participation, cultural engagement and local partnerships, we help create opportunities that support both immediate needs and long-term wellbeing.

Our goal is to help people build meaningful lives within their community.

The Outcome We Strive for:

- Increase Independence
- Improved Well-being
- Strong Community Participation
- Stronger Sense of Belonging
- Greater Social Connection
- Positive Long-Term Outcomes

Why Connection Matters?

Strong relationships and community connection help people thrive. We create pathways that support participation, inclusion and wellbeing.

Our Vision is Simple

To help people live with confidence, remain connected to their community and achieve outcomes that matter to them.

> Support creates opportunity. Connection creates lasting impact.

Practical Support for Everyday Life

Every person's journey is different.

Priority Plus Care provides flexible disability support and home care services designed around individual goals, preferences and daily living needs.

Our approach is person-centred, community-focused and built on helping people live with greater independence, confidence and connection.

Our Services

Flexible support tailored to individual goals, independence and wellbeing.

Disability Support	Supporting independence, participation and community connection.
Home Care Services	Helping individuals live independently within their own home.
Community Participation	Supporting meaningful community participation and social connection.
Respite & Short-term Support	Providing short-term support that offers peace of mind for individuals and families.
Capacity Building	Building confidence, independence and everyday life skills.

Includes:
Life Skills, Communication, Decision Making, Participation, and Development.

Our Approach:

- **Person Centered:** We listen and tailor support to what matters most.
- **Community-focused:** We build connections and create opportunities for participation.
- **Goal-driven:** We support people to achieve their goals and live life on their terms.

Our Commitment:

Every service we provide is guided by the same principle:

Supporting people to live meaningful lives while remaining connected to their family, community and personal goals.

> "Support should be flexible, respectful and built around what matters most to each person.

Priority PLUS CARE

Our Impact

A Trusted Community Partner

Priority Plus Care is committed to delivering more than support services.

Our approach combines practical disability support and home care with community connection, cultural engagement and strong local partnerships to help create better outcomes for individuals and families across Regional NSW. **This is why organisations choose to work with us.**

Local Presence

Based in Dubbo, we understand the needs of regional communities. Our local connections help us provide responsive and personalised support.

Governance & Accountability

Supported by strong governance and community stewardship, we are committed to delivering services with integrity, professionalism and accountability.

Community Infrastructure

Through Community Hub Dubbo, participants can access opportunities for connection, participation and community engagement beyond traditional support services.

Person-Centered Flexible

We tailor supports around individual goals, needs and preferences, ensuring services remain flexible and responsive.

Cultural Capability

Working alongside OTAC and community partners, we support culturally respectful approaches that value identity, belonging and inclusion.

Strong Communication

We work collaboratively with families, support coordinators, health professionals and community organisations to achieve positive outcomes.

> We collaborate with families and referral partners to support positive outcomes.

Working Together for Better Outcomes

Strong outcomes are achieved when organisations work together.

Priority Plus Care collaborates with health services, community organisations, support coordinators and local partners to ensure individuals and families can access the support, services and opportunities they need.

Our approach is built on communication, collaboration and shared commitment to positive outcomes.

Support Coordinators

Working collaboratively to ensure participants receive responsive, person-centred support aligned to their goals and needs.

Aboriginal Medical Services

Supporting culturally respectful pathways that recognise the importance of community, culture and local relationships.

Hospitals & Health Services

Supporting safe transitions from hospital to home through practical support, community connection and continuity of care.

Family & Carers

Recognising the important role families and carers play in supporting wellbeing, independence and long-term success.

Community Organisations

Supporting safe transitions from hospital to home through practical support, community connection and continuity of care.

Local Partners

Building strong local relationships that strengthen referral pathways and improve access to services across Regional NSW.

Our Commitment to Partnership

Strong partnerships and open communication help create better outcomes for the people we support.

> Better outcomes happen when communities, services and families work together.

Local Presence. Regional Reach.

Our Local Foundation

Dubbo is home to our Community Hub and the foundation of our community-focused approach, connecting people, families and local partners across the region.

Supporting Regional Communities

We provide responsive, community-connected support that reflects the unique needs of regional communities and helps people stay connected where they live.

Priority Plus Care is proudly based in Dubbo and committed to supporting individuals, families and communities across Regional New South Wales.

Our focus is on building strong local relationships, community partnerships and accessible support pathways that respond to the unique needs of regional communities.

Growing with Community

As we grow, our focus remains on strengthening local relationships, improving access to support and creating positive community outcomes.

Our Commitment

Wherever we operate, our approach remains the same:

- Community-first.
- Person-centred.
- Regionally focused.
- Built on connection, participation and local partnerships.

> Strong communities are built through local relationships, shared purpose and long-term commitment.

Our Focus on Closing the Gap and UN Goals

Priority Plus Care is committed to supporting stronger outcomes for First Nations people and regional communities through inclusion, participation and community connection. Our approach aligns with key Closing the Gap priorities by helping individuals and families access support, opportunities and pathways that strengthen wellbeing and independence.

Supported by the governance of the Regional & First Nations Community Foundation (RFNCF) and the cultural leadership of Oyster Tribe Aboriginal Corporation (OTAC), we deliver community-connected services that contribute to both Australia's Closing the Gap priorities and the United Nations Sustainable Development Goals (UN Goals), helping create stronger and more inclusive communities across Regional NSW.

Good Health & Well Being

Gender Equality

Quality Education

Decent Work & Economic Growth

Climate Action

Reduced Inequalities

	National Target	Priority Plus Care Response
01 Closing the Gap Target 1: **Long, Healthy Lives**	Close the gap in life expectancy between Aboriginal and Torres Strait Islander people and non-Indigenous Australians within a generation.	Priority Plus Care delivers specialist home care and disability supports that help people remain safe, healthy and independent.
02 Closing the Gap Target 8: **Strong Economic Participation**	Increase the proportion of Aboriginal and Torres Strait Islander people (aged 15–64) who are employed.	Priority Plus Care creates local employment pathways through training, mentoring and workforce development.
03 Closing the Gap Target 11: **Safe & Appropriate Housing**	Increase the proportion of Aboriginal and Torres Strait Islander people living in appropriate, secure housing that is not overcrowded.	Priority Plus Care supports SIL pathways and housing initiatives that promote safe and secure living environments.
04 Closing the Gap Target 12: **Keeping Children with Families**	Reduce the over-representation of Aboriginal and Torres Strait Islander children in the child protection system.	Priority Plus Care delivers family engagement, youth mentoring and early intervention programs that strengthen family resilience.
05 Closing the Gap Target 8: **Strong Mental Health & Wellbeing**	Significant and sustained reduction in the suicide rate of Aboriginal and Torres Strait Islander people toward zero.	Priority Plus Care creates opportunities for connection, belonging and community participation that support wellbeing.
06 Closing the Gap Target 8: **Strong Cultural Identity**	Aboriginal and Torres Strait Islander cultures and languages are strong, supported and flourishing.	Priority Plus Care delivers culturally safe supports that strengthen identity, culture and community connection.

https://www.coalitionofpeaks.org.au/outcomes-and-targets

Priority PLUS CARE

Getting Started

Getting Started is SIMPLE

Whether you are a support coordinator, health professional, community organisation, family member or individual seeking support, our team is here to help.

We work closely with referral partners, families and participants to create personalised support pathways that respond to individual goals, needs and circumstances.

Our Referral Process

01 Referral Received

A referral is submitted by a participant, family member, support coordinator, health service or community organisation.

02 Needs Discussion

Our team takes the time to understand the individual's goals, support requirements and personal circumstances.

03 Support Planning

We work collaboratively to develop a support approach that reflects the person's needs, preferences and aspirations.

04 Needs Discussion

Support begins with a focus on building confidence, independence, participation and meaningful outcomes.

Who Can Refer?

- Support Coordinators
- Hospitals & Health Services
- Aboriginal Medical Services
- Community Organisations
- Families & Carers
- Individuals Seeking Support

Contact Priority Plus Care

02 4836 6637

Community Hub Dubbo 141 Fitzroy St., Dubbo NSW

info@prioritypluscare.org.au

www.prioritypluscare.org.au

Building stronger communities through connection, culture and care

Referral Form

Services Guide

Priority PLUS CARE

Get the Right Support Today

If you or your loved one needs support, our team is here to help.

02 5836 6637

info@priorityplus.org.au

141 Fitzroy St, Dubbo, NSW 2830

prioritypluscare.org.au